

# SKILLS BASED STRATEGY: LEVERAGING JOB POSTINGS

## BEFORE

Knowledge/Skills:

- + Personal bank products and services, commercial deposit products
- + Regulatory compliance knowledge, sales experience a plus
- + Knowledge and ability to complete retail banking operational audits and attestations
- + Customer experience skills
- + Outbound calling
- + Knowledge of the bank’s directives and procedures
- + Bank regulations
- + Strong communication skills

## AFTER

Knowledge/Skills:

- + Existing Skills:
  - Customer experience
  - Strong written and verbal communication
  - Sales experience a plus
- + Ability to Learn (Training Will be Provided):
  - Personal bank products and services, commercial deposit products
  - Retail banking operational audits and attestations
  - Bank directives and procedures
  - Bank regulations and compliance
- + Openness and Adaptability to Change:
  - Ability to adapt to rapid advancements in technology, the changing nature of the banking environment, and new ways of working

Called out what was needed in advance vs. what would be trained on the job

Reframed and reordered language to prevent the perception that bank experience was a pre-requisite

Highlighted soft skills that would make candidates successful

